

# FLEET AND FAMILY SUPPORT CENTER, GUAM

PSC 455, BOX 157

FPO AP 96540

COMM (671) 333-2056/7/8/9

FAX (671) 333-2023

Hafa-Adai and Welcome to Guam!

Congratulations on your orders to Guam. This handout will provide you with helpful websites and information to assist you on your move to Guam. If you have not been assigned a sponsor, please contact your Command Sponsor Coordinator or email our office at [ffscguam@guam.navy.mil](mailto:ffscguam@guam.navy.mil). Ensure you provide your name, rate/rank, marital status, and number of accompanying dependents (if applicable), an email address and/or a good contact number, to the command you are being assigned so that your sponsor can reach you.

## **General Information**

Below are a list of websites that give an overview of businesses and lifestyles on Guam:

<http://ns.gov.gu/> (the official Government of Guam website)  
[www.guamchamber.com.gu](http://www.guamchamber.com.gu) (Guam Chamber of Commerce)  
[www.visitguam.org/main/](http://www.visitguam.org/main/) (Guam Visitor's Bureau)  
[www.guampdn.com](http://www.guampdn.com) (Pacific Daily News)  
[www.kuam.com](http://www.kuam.com) (Guam's KUAM TV Station)  
[www.guam-online.com/index.htm](http://www.guam-online.com/index.htm) (Guam-OnLine.Com)  
[www.guampedia.com](http://www.guampedia.com) (information on Guam)  
[www.guamphonebook.com](http://www.guamphonebook.com) (2008 Guam Phone Book)  
[www.chamorro.com/](http://www.chamorro.com/) (Guam's Recipes, Language & Community)

## **TRICARE**

When you arrive on Guam, please remember to come to the TRICARE Service Center at Naval Hospital, located in G107, to enroll yourself and/or your family in the TRICARE program for this region. The TRICARE Service Center is open Monday – Friday from 0800 to 1600 hours. Call (671) 344-9032 if you have any questions.

Your family must be command sponsored to enroll in TRICARE Prime. The following documents are required at time of enrollment:

- Copy of the sponsor's orders or command sponsorship letter to verify command sponsorship status.
- The report of suitability for overseas assignment or message of suitability via message traffic.
- The medical/dental/educational suitability screening for each family member.

If you do not have the above mentioned information, your family may only be enrolled into TRICARE Plus.

- Contact Information:
  - Health Benefits Advisors (671) 344-9425
  - Enrollment Specialists (671) 344-9777
  - U. S. Naval Hospital Tricare Website: [www.tricare.mil/](http://www.tricare.mil/)

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### **USO Guam**

The Guam USO is located in Tumon, inside the Royal Orchid Hotel 1<sup>st</sup> floor, at 626 Pale San Vitores Rd., Tumon, Guam 96913. Visit the Center for a relaxing atmosphere that includes free internet, television, movies, interactive electronic gaming, refreshments, and a place you can call your “home away from home”.

The friendly staff and volunteers will assist you with information about Guam, and can help you with any transportation or lodging needs you may have. The USO also provides literature and information about special military programs and discounts available on the island.

### **Hours of Operation:**

Monday & Tuesday:	10:00 a.m. – 5:00 p.m.
Wednesday & Thursday:	10:00 a.m. – 10:00 p.m.
Friday:	10:00 a.m. – midnight
Saturday:	12:00 p.m. – midnight
Sunday:	2:00 p.m. – 10:00 p.m.

### **Contact Information:**

671 – 647 – 4USO (4876)

[www.uso.org/guam](http://www.uso.org/guam)

### **Housing Info:**

The Navy Housing Welcome Center is located outside the main gate of U.S. Naval Base Guam. Information on On-Base Housing/Off-Base Housing can be found at <https://www.cnic.navy.mil/guam/OperatingForcesSupport/Housing/index.htm> or [www.militaryonesource.com](http://www.militaryonesource.com) and relocation tools at [www.MilitaryHOMEFRONT.dod.mil/moving](http://www.MilitaryHOMEFRONT.dod.mil/moving). These websites also have information on TLA Approved Hotels. Your sponsor and the Navy Housing Welcome Center are your best resources in gathering information and suggestions when selecting either temporary or permanent housing.

**FFSC Loaner Locker:** Loaner items are available at the Fleet & Family Support Center to incoming and outgoing personnel and their families to use while their household goods are in transit, all of the items are available at no cost. These items can be checked-out for a period of 45-days. Items include but are not limited to pots and pans, dishes, cooking/eating utensils, portable-cribs, car-seats, strollers, irons & ironing and coffee pots. (Call 333-2056 for more information.)

### **Education/Schools in Guam:**

#### **DEPARTMENT OF DEFENSE DOMESTIC DEPENDENT ELEMENTARY AND SECONDARY SCHOOLS (DDESS) GUAM SCHOOL DISTRICT.**

Visit [www.guam.pac.dodea.edu](http://www.guam.pac.dodea.edu) or contact (671)-344-9160/9579/9578 for school listings, eligibility, registration, school uniforms, school bus transportation and more. Majority of military service members' children attend the 4 DDESS Guam Schools.

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### **START DATE**

August 31, 2009 for grades 1-12. PreK and K start about a week later.

### **ENTRANCE AGE REQUIREMENTS for Early Childhood Program.**

PreK: 4 years old on/before 1 September; Kindergarten: 5 years old on/before 1 September; 1<sup>st</sup> grade: 6 years old on/before 1 September.

### **SCHOOL BOUNDRIES**

Andersen Elementary School (PreK-5th) (671)366-1511) and Andersen Middle School (6-8th) (671-366-3880) located on Andersen Air Force Base (AFB)serves eligible students who reside on Andersen AFB, South Finegayan, NCTS and in Mangilao, Mongmong-Toto-Maite, Tiyan, Barrigada, Tamuning-Tumon, Dededo, and Yigo.

Commander McCool Elementary/Middle School(PreK-8) (671-339-8676) located on Naval Base Guam serves eligible students who reside on Naval Base Guam, Old or New Apra (Apra View or Apra Palms), Naval Hospital, Nimitz Hill and in Chalan Pago, Ordot, Sinajana, Agana, Agana Heights, Asan, Piti, Yona, Santa Rita, Agat, Talofoto, Umatac, Inarajan, Merizo.

Guam High School (9-12th) (671-344-7410) located next to Naval Hospital serves all eligible students who reside in Guam.

### **SCHOOL BUS TRANSPORTATION for K-12 students DDESS Guam School District:**

Prior to making off-base housing lease agreements, contact (671) 344-9581/76 to ask if the location is within commuting area. Bussing is available from on-base, except for K-8 Andersen AFB and K-8 Naval Base Guam Lockwood Housing. Off-base has limits. For bus passes and information for any of the DDESS Guam Schools, contact Student Transportation Offices located at McCool Elementary/Middle in the south (671-339-2387) or Andersen Elementary in the north (671-366-1128).

### **ADDITIONAL GUAM SCHOOL OPTIONS, INFORMATIONAL WEBSITES AND CONTACTS:**

- Guam Public School System [www.gdoe.net](http://www.gdoe.net) or 671-475-0457.
- Private Schools [www.mwrguam.com](http://www.mwrguam.com) Click Families, Click School Days.
- Guam Home School Support Group [www.tumon.com/ghsa](http://www.tumon.com/ghsa) (671)472-3053.
- Public and Private School Bus Transportation (671)646-3122/3166/3208.
- Helpful websites:

[www.militaryonesource.com](http://www.militaryonesource.com)

[www.militaryhomefront.dod.mil/moving](http://www.militaryhomefront.dod.mil/moving)

<http://apps.mhf.dod.mil/pls/psgprod/f?p=MYOM:HOME:4185813224677258>

[www.militaryimpactedschoolsassociation.org](http://www.militaryimpactedschoolsassociation.org)

- School Liaison Officers:

Navy School Liaison, [barbara.askey@fe.navy.mil](mailto:barbara.askey@fe.navy.mil) (671)339-5238 or [www.mwrguam.com](http://www.mwrguam.com) Click Families. Click School Days.

Air Force School Liaison, (671) 366-4552.

### **Childcare**

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Child care is available on and off-base. On-base the Child Development Center (CDC) is open for both full-time or drop-in care. Drop-in care is first-come-first serve, if there is space available. If drop-in care is full CDH (Child Development Homes) are available. Call (671) 564-1844 for more information and enrollment.

Naval Base Guam has Youth and Teen Centers available on base. They are open before and after school and busing to and from DoDEA schools are available. The Youth and Teen Centers run a summer program during the DoDEA summer breaks. Call (671) 339-6110 for registration and information.

Information for CDC, CDH, and the Youth and Teen Centers may be found online at [www.mwrguam.com](http://www.mwrguam.com). “Click” on Child Care and select the type of child services you are interested in. To register on-line or to learn more about the programs, visit the Navy Child and Youth Program website at <https://qol.persnet.navy.mil/CYPWeb/>.

### **Pets/Quarantine**

There are two authorized quarantine facilities on Guam. They are: Andersen Air Force Base Quarantine/Boarding Facilities and Harper Valley Kennel.

For needed information about bringing pets into Guam please “Click” on websites below.

- [www.36thservices.com/kennel.htm](http://www.36thservices.com/kennel.htm) (Andersen Air Force Base Pet Lodge)
- [www.36thservices.com/vet.htm](http://www.36thservices.com/vet.htm) (Andersen Air Force Base Veterinary Clinic)
- [www.harpervet.net](http://www.harpervet.net) (Harper Valley Quarantine/Kennel)
- [www.mwrguam.com/boller.htm](http://www.mwrguam.com/boller.htm) (Boller Veterinary Treatment Facility)
- [www.petsonthego.com/impguam.html](http://www.petsonthego.com/impguam.html) (Pets On The Go)

### **Household Goods**

If you decide to live in government quarters, you are advised to leave your washer, dryer, refrigerator, and stove in non-temporary storage in CONUS. The government quarters furnishes all appliances except for microwave ovens. Off-Base rentals MAY or MAY NOT provide washers and dryers.

<https://www.cnic.navy.mil/guam/OperatingForcesSupport/Housing/index.htm>

Members are entitled two types of shipments: express and household goods. Visit your nearest Personal Property Office for information on shipping restrictions to Guam and shipping requirements. Guam Personal Property Website:

<https://www.cnic.navy.mil/guam/OperatingForcesSupport/HouseholdGoods/index.htm>

### **Employment**

There are limited employment opportunities in Guam due to a high unemployment rate and the local economy. Add to that Guam’s high cost of living, and there is the potential for military families to experience financial hardship or a reduced quality of life from what they may be accustomed to at

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other duty stations. Your Navy FFSC Guam Office has a Family Employment Readiness Program (FERP) that family members can use as a resource in their job search. The following websites may assist you in job hunting and/or provide you with an overview of jobs available on Guam.

- [www.usajobs.opm.gov](http://www.usajobs.opm.gov)
- <https://chart.donhr.navy.mil/>
- [www.guamdol.net](http://www.guamdol.net)

### **Getting Connected**

If you decide to live off base, you are responsible for all utilities which include making all arrangements for connection as well as disconnection. If you live on base, power and water is paid for by DoD, but internet, cable, and telephone are at the tenant's expense. Please contact the following utility providers for more information:

Guam Power Authority (GPA, 647-5787) Website: [www.guampowerauthority.com/](http://www.guampowerauthority.com/)

Monday – Friday 7:00 a.m. – 6:00 p.m.

Guam Water Authority (GWA, 647-7800/7824/7831) Website: [www.guamwaterworks.org/](http://www.guamwaterworks.org/)

Monday – Friday 8:00 a.m. – 5:00 p.m.

Marianas Cablevision (MCV, 635-4628, the only cable company) Website: [www.mcvguam.com/](http://www.mcvguam.com/)

Monday – Friday 8:00 a.m. – 6:00 p.m. Saturday 9:00 a.m. – 1:00 p.m.

GTA (644-4482, one of the major land line companies) Website: [www.gta.net](http://www.gta.net)

Monday – Friday 7:30 a.m. – 6:00 p.m.

Guam has several cell phone companies that carry a variety of paying plans and bundles. For listings of cell phone companies visit the Yellow Pages of the Guam Phonebook at

<http://www.informationpages.com/sys/pageserver.dll?b=386&p=100&s=0&f=&gp=&go=&z=1000>

### **Staying in Touch With Folks Back Home**

As the one of two full-service telecommunications companies on island, GTA is dedicated to enhancing the lifestyles, productivity and future of Guam's residents and businesses. GTA was Guam's only telephone company for over 50 years. GTA's product offering includes local telephone service, Long Distance (Unlimited Plan, Per minute, and Prepaid), GSM Wireless – MPULSE (Plan and Prepaid), Internet/Broadband – Spyder (Dial Up, ADSL2+, Dedicated circuits), and Centrex phone service.

See Website: <http://www.gta.net/>

The staff is experienced, innovative, and is eager to provide your telecommunication needs. Locations, contact numbers and business hours follow:

#### **Navy Housing Office (Outside Naval Base Guam)**

Monday, Tuesday, Thursday, Friday: 11:00 a.m. – 1:00 p.m.

Wednesday: 11:30 a.m. – 1:00 p.m. (excluding GTA Holidays)

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### **Agana Shopping Center**

2nd Floor, Next to Gamestop and the Agana Theatres

Monday – Saturday: 10:00 a.m. – 8:00 p.m.

Sunday: 10:00 a.m. – 6:00 p.m.

### **Tumon (Main office)**

624 North Marine Drive

Monday – Friday: 7:30 a.m. – 6:00 p.m.

### **GTA's Customer Call Center**

GTA IS ALWAYS THERE FOR YOU! GTA's Customer Call Center is now open 24 hours a day, 7 days a week, to provide you with round the clock customer service. Call 644-4GTA (4482) for more details.

The second full-service telecommunications company is Marianas Cablevision (MCV). MCV offers cable, digital cable, broadband internet, and landline phone service. MCV services require cable hook-up; for more information and pricing visit their website at <http://www.mcvguam.com/>. Hours of operation are Monday through Friday 8:00 a.m. – 6:00 p.m. and Saturday 9:00 a.m. – 1:00 p.m.

### **Drivers License Requirements**

Active Duty members possessing a valid driver license are NOT required to get a Guam Driver License.

Sailors with a driver's license that will expire during their tour on Guam will only be required to obtain a Guam driver's license **IF** the state that issued the Driver's License does not automatically extend the validity of the license because of the service member's active duty status.

A person having in his/her immediate possession a valid operator's or chauffer's license issued by any other territory, Commonwealth, or state of the United States, may drive a motor vehicle upon the roads and highways for a period not exceeding 30 days from the date such person arrived on Guam. However, upon the expiration of the 30 day period, such person must have been issued a Guam Driver's license in order to continue driving on Guam.

The following documents are required to apply for a Guam Driver's License:

- Valid stateside driver's license
- Valid ID (Passport, Military ID, Green Card, Guam ID, Stateside ID, Firearm's ID, Naturalization Certificate)
- U.S. Social Security Card or Social Security certification from the Social Security Office

Dependents with a valid driver's license must present their license, a picture ID (other than the driver's license), and the Original Social Security Card (issued by Social Security Office). The dependent having all these documents will surrender their valid license (which will be returned with a hole punched at the expiration year); complete the driver's license application form, have their picture taken, and pay a fee of \$25.00 for a valid Guam Driver's License. This license is valid for four years.

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Call the Department of Motor Vehicles Driver's License Branch at (671) 635-1761/2, Monday – Friday (except holidays) 7:00 a.m. – 6:00 p.m.

### **Obtaining a Guam Driver's License**

- **Active Duty Military Member with a valid driver's license:**  
Active duty military personnel assigned on Guam are not required to get a Guam license as long as their current license is valid.
- **Active Duty Military Member without a valid driver's license:**  
Follow procedures for First Time Driver over 18 years of age.
- **Spouse or Dependent with a valid driver's license:**
  - A valid driver's license from any of the 50 U.S. States or U.S. territories may be used for up to **30 days** after arriving on Guam
  - Must be at least 18 years of age
  - Present a valid form of identification
  - Complete a Driver's License Application Form
  - Pass Vision Test
  - No Written or Road test is required
  - Social Security Card – original or certification from Social Security office

Individuals who have **NEVER** been licensed to drive must attend and successfully complete a defensive driver course before registering to take the written test. Once a certificate of completion has been obtained, the unlicensed driver must report to the Motor Vehicle Division with a licensed driver to register for the written test. If a minor, parents need to accompany minor applicant and must have a valid Guam driver's license.

Fees:        Written Exam: \$15.00  
              Learner's permit: 10.00 (valid for 2yrs from date of issue)  
              No charges for Road examination

- **First Time Drivers over 18 years of age:**
  - Possess a valid certificate of completion from a driver's education service consisting of 40 hours training (32 classroom hours and 8 in-car hours)
  - Present a valid form of identification
  - Complete Driver's License Application Form
  - Pass written & road test
  - Must be accompanied by a designated driver that is 21 years of age or older holding a Guam driver's license.

Required documents are: certificate of completion from Driver's Education course, original social security card (issued by Social Security Office), and a picture ID.

**Appointments are required to take the Driver's Written and Road examinations.**

The following documents are required:

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- Valid ID such as Passport, Military ID, Green card etc....
- Social Security Card – original or certification from the Social Security office

Call the Motor Vehicle Division, Driver's License Branch for appointments; the written exams are given by University of Guam.

### **Privately Owned Vehicle (POV)**

A Temporary Vehicle Permit from the Revenue and Tax Motor Vehicle Division is required for you to pick up your POV. The permit is good for 5 days and the fee is \$5.00. The POV Office on Naval Base Guam will not release your POV without the temporary permit.

Private Owned Vehicles (POV) must be currently insured, pass a Guam Safety Inspection, and must be registered with the Motor Vehicle Division before being operated on the roads of Guam.

Service members are encouraged to contact their current vehicle insurance company to verify if vehicle coverage is effective on Guam.

Your vehicle must pass a safety inspection to be registered on Guam. You must have your current Vehicle Registration on hand to get a Safety Inspection. Inspection fee is \$15.00. Call the Department of Motor Vehicles, Vehicle Registration Branch at (671)-635-1755/56/57, Monday through Friday 7:00 a.m. to 6:00 p.m. if you need more information.

### **Privately Owned Vehicle (POV)/Motorcycle Registration**

- **Registering your vehicle** - the following is needed to apply for Guam Vehicle Registration:
  - Certificate of Ownership (title) or Lien from a financial institution
  - The original manufacturer's Certificate of Origin
  - Certification of Automobile Liability Insurance (Public Law 20-216)
  - Complete Vehicle Registration Application Form
  - A passed Guam vehicle safety inspection checklist

Service members may register their vehicles and maintain their current plates provided the plates are registered and that the state allows service members to keep their plates out of state.

- **Registering under the Service members Civil Relief Act (SCRA)**

You must meet the following requirements to register your vehicle under the Service members Civil Relief Act:

- Be an Active Duty member of the U.S. Armed Forces
  - Possess a current Military Identification Card
  - Have current U. S. Mainland Vehicle Registration Certificate
  - Pass a Guam Safety Inspection Checklist
  - Certification of Automobile Liability Insurance (Public Law 20-216)
  - Complete Service members Civil Relief Act Application Form
  - Only Active Duty Members can apply
- Spouses and dependents with a power of attorney are not entitled to the benefits enumerated under Title 50 U.S.C. 511 Section 574 of the Service members Civil Relief Act.



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- Registration fees will vary according to type of vehicle. Fees are based on weight and capacity. The registration fee for a sedan can range from \$58.00-\$65.00. Fees for pick-up trucks will be slightly higher due to the capacity and weight of the vehicle.  
See Website: [https://www.guamtax.com/fees/mvd\\_2007.htm](https://www.guamtax.com/fees/mvd_2007.htm)
- **Guam Vehicle Tax**
  - Any vehicle, new or used, owned less than ninety (90) days is subject to a 4% tax when shipped to Guam, even if the car is validly registered in another state.
  - The Vehicle Tax is calculated based on the purchase price of the vehicle.
  - Please contact the Navy Legal Service Office (NLSO) at 333-2061 for additional information. NLSO Website: <http://www.jag.navy.mil/html/NLSO-Guam.htm>

For more information on Licensing and Registration requirements please visit Guam Department of Revenue and Taxation Website at [www.guamtax.com/](http://www.guamtax.com/)

### **Base Registration**

To register your POV and obtain a base sticker:

- Complete the registration process at Motor Vehicle Division and proceed back to Naval Base Guam Pass & ID Office (located outside of Naval Base) with Guam Vehicle Registration certificate, proof of insurance, Military ID and Driver's License.
- Motorcycles: Operators must provide proof of attendance at a Motorcycle Safety Course, Guam Motorcycle Driver's License, Valid Military ID, Valid Motorcycle registration and current Proof of Insurance.
  - Please call the DZSP-21 Annex 404 Safety Office at (671) 339-7233 for more information or to make an appointment to attend a Motorcycle Safety Course.

**Pass & ID Office** - located outside the Main Gate of Naval Base Guam

Hours: 6:00 a.m. – 3:45 p.m.

Telephone: (671) 339-5208

### **Relocation Assistance**

Other websites that may be helpful and are provided by the Office of the Department of Defense include:

- MilitaryHOMEFRONT: <http://www.militaryhomefront.dod.mil>
- Military OneSource: <http://www.militaryonesource.com>
- Military Spouse Career Center: <http://www.military.com/spouse>
- Relocating Tools: [www.militaryhomefront.dod.mil/moving](http://www.militaryhomefront.dod.mil/moving)

We hope the information provided is useful in making your relocation a smooth move. Once again, welcome aboard! The staff at the Fleet and Family Support Center looks forward to serving and

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assisting with your move to Guam. Contact us at the address or phone numbers above or email us at:  
[ffscguam@guam.navy.mil](mailto:ffscguam@guam.navy.mil)

Dr. Phillip J. Whitehall  
FFSP Guam Regional Director